

Incentive News Update

A simple and secure way to do business with us online

You can use Health Professional Online Services (HPOS) for most Practice Incentives Program (PIP) and Workforce Incentive Program (WIP) – Practice Stream practice updates.

You can make enquiries, claims and update your practice details through HPOS. You can also view and download your quarterly payment advice.

HPOS has a secure messaging system that you can use to communicate with us.

For more information, search **QC22786** on our website.

Resources to help you understand our health programs and services

The Health Professional Education Resources (HPE) website has a range of educational resources to help you understand our health programs and services. This includes information on the PIP and WIP – Practice Stream.

You'll find eLearning modules, infographics and simulations on a range of topics including:

- viewing and confirming your PIP Annual Confirmation Statement or WIP – Practice Stream quarterly confirmation statement in HPOS
- searching for a patient in the PIP Indigenous Health Incentive (IHI)
- registering a patient for the PIP IHI online

A step by step guide for help completing your confirmation statement is available on the HPE website.

For more information, go to hpe.servicessaustralia.gov.au and select the **Incentive Programs** tile.

Confirm your practice's PIP Annual Confirmation Statement (ACS)

We've sent the 2024 PIP ACS to all practices approved in the PIP before 1 November 2023.

You have until 31 July to confirm your practice's ACS online through HPOS.

If you can't do this online, you'll need to send us the completed declaration page so we can process it manually. You'll have until 24 July 2024 to do this.

If you don't confirm your 2024 ACS in time, we'll withhold your August payment. If your payments are withheld for 3 consecutive quarters, we may withdraw you from the program.


Make sure the list of providers at your practice is accurate so your Standardised Whole Patient Equivalent (SWPE) is calculated correctly. We won't accept requests to recalculate the SWPE value after you've confirmed the details in your ACS.

For help completing your confirmation statement online, go to hpe.servicessaustralia.gov.au and select the **Incentive Programs** tile.



Tips to confirm your WIP – Practice Stream Quarterly Confirmation Statement (QCS)

- You can only confirm your WIP – Practice Stream QCS once it is available to view in HPOS.
- If you need to change your confirmed health professional hours in HPOS, you can only do this before the point-in-time date. This is the last day of the month before the relevant payment quarter. If the point-in-time date has passed, complete and submit the *Practice Incentives Individual general practitioner, nurse practitioner or health professionals details* form (IP003)
- Make sure you record your health professional hours using the hours and minutes format (hh:mm) if you're submitting your QCS by fax.
- Make sure an authorised contact or practice owner registered with us has signed the declaration.
- Report enrolled nurse (EN) hours, you must report any direct or indirect supervisory hours provided by a registered nurse (RN). If you don't report the RN supervisory hours, we can't include your EN hours in your payment calculation.

 To download the IP003 form, search **QC20436** on our website.


For help completing your confirmation statement online, go to hpe.servicesaustralia.gov.au and select the **Incentive Programs** tile, followed by the **Workforce Incentive Program (WIP) – Practice Stream**.

PIP GP ACAI is ending

The PIP General Practitioner Aged Care Access Incentive (GP ACAI) will cease on **31 July 2024**. The final PIP GP ACAI payment will be made in August 2024 for the reference period 1 May to 31 July 2024.

General Practitioners (GPs) will have 3 payment quarters from the date the PIP GP ACAI ceased, to finalise any held payments. After this time, any outstanding payments are forfeited and will not be paid.

GPs who are eligible for a GP ACAI payment can update their bank details in HPOS, or using the IP011 form.

 To download the form, search **QC21066** on our website.

For more information about PIP, search **QC23046** on our website.

New General Practice in Aged Care Incentive

The Australian Government is investing \$112 million over four years in the General Practice in Aged Care Incentive (GPACI).

The General Practice in Aged Care Incentive will support every aged care resident to receive continuous, quality primary care services:

- from their regular General Practitioner (GP) and practice
- in their Residential Aged Care Home (RACH).

Providers and practices must deliver at least 10 eligible services, from eligible MBS and DVA funded services, over a 12-month period including:

- 2 eligible care planning and health assessment services delivered by the responsible provider
- 8 eligible regular services comprising of at least 2 per quarter, each in a separate calendar month.

Practices and providers can register now for MyMedicare to prepare for the start of the GPACI. They'll need to add their bank details to the MyMedicare program in the Organisation Register. Individual providers will also need to add their bank details in HPOS.

Each quarter, providers and practices who meet the servicing requirements will be eligible to receive an incentive payment. Over a 12-month care period, the total incentive payments will consist of:

- \$300 per patient, per year, paid to the responsible provider
- \$130 per patient, per year, paid to the practice.

The first assessment period will be 1 July to 30 September 2024. Practices and providers should provide:

- the relevant care planning and health assessment services
- regular visits to their registered patients.

For more information on eligibility and servicing requirements go to health.gov.au/our-work/general-practice-in-aged-care-incentive

For more information about MyMedicare registration, search **QC65197** on our website.

New information about out-of-cycle assessments

There's a new factsheet on follow up out-of-cycle assessments for general practices to ensure consistency in decision-making across accrediting agencies.

The Australian Commission on Safety and Quality in Health Care (the Commission) coordinates the National General Practice Accreditation (NGPA) Scheme.

Under the NGPA Scheme, general practices are assessed against the Royal Australian College of General Practitioners (RACGP) Standards for general practices.

The assessment takes place at least once during the three-year accreditation cycle. If your practice has changes that result in additional risks to patients, you may need an out-of-cycle assessment.

The new factsheet outlines common situations for out-of-cycle assessments, including:

- change of ownership and governance of a general practice
- changes to key members of the leadership team or board, or prolonged gaps in hiring key personnel
- a significant increase in complexity of the scope of service provision
- amalgamation of two or more general practices.

It's important that general practices tell their accrediting agency when any of these changes occur. This will ensure ongoing compliance with the RACGP Standards and accreditation requirements.

For further information about the NGPA scheme, go to safetyandquality.gov.au/publications-and-resources